

August 27, 2004

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Illinois Commerce Commission
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Subject: 2004-20506S
The Peoples Gas Light and Coke Company

I received your letter in the mail today regarding the above subject and my concern. Regarding the company's attempt to reach me being unsuccessful, I can only say that the company (People's Gas) left only one message since my contact with the Commission, and I did return that call to let them know that I was out of town and would be available the next week when I returned. They left only one message.

Also, I have received only one mail correspondence from them, with the exception of the billings, regarding this issue. That was received the same day as your letter, August 27th, 2004, today. Copies of the correspondence and billings with metered dates mailed are attached. The correspondence was metered on 8/25 and received today with the other billings.

I received two billings in the mail today, one for \$254.00 – a two months budget bill of which one month is passed due (actual budget of \$127.00 a month for heating one water heater). I have complained about that bill for years, yet have paid it. That is more than some people pay to heat a house. They changed the meter on that one once, but I still think that is far too much for one hot water heater. That is way too much. But like I always do, since I could I would pay it. I don't like it, but I pay it.

The other billing is for the two flat for \$2,049.83. There is something wrong with that bill and I can't afford to pay it. I have had Peoples Gas for the last 20 years and have paid all my bills to them every month. They bill me and I pay what they bill me. I have never 'not' paid, except for now. A few months ago I was paying \$140 or so a month. I paid what they billed me. A year or so back I was paying \$240/ month. Before then, during the big energy crisis I was paying \$350/month. I paid those bills for the entire year. No fuss. These were all budget billings. If you investigate I always paid what they billed me.

Back in April/May, of this year, they pulled my meter and replaced it. They then waited a couple months to bill me. At first it was \$4000 +. I complained and they changed it to \$2000+. That is still too much. This time I couldn't pay what they billed me. Why did they change the meter? They changed the meter on some pretence that the meter was outdated and bad and that they would install one to read from the outside. They were supposed to had done that a few years back. Now they want to do the same thing again? For what? They are not getting enough money? Is someone down the street not paying their bill and they want the ones paying their bills to pay for those that aren't? There is/was something obviously truthfully wrong with the meter or they just didn't like the readings it was giving them, so they want to replace it. They had opportunity to read my meter every month before they replaced it. But they didn't. I was available and someone else was available to let them in my home during the day. It is just not fair to me to have to carry this load all of a sudden when they could have corrected this situation beforehand. If the \$140 was too low, they should have known. They know what the usage is over the years. They could have read my meter and billed me accordingly. They do a usage adjustment every year. But no, they want to all of sudden make me pay \$4000. Like I got that kind of money laying around and budgeted for in my budget all of a sudden.

I can't afford to pay them \$2,049.83. I can barely pay \$300.00. They are forcing my hand and my family and tenants will be without heat this winter. This is just not right. I paid all the billings they sent me for the last 20 years. Why are they doing this to me? I have been a faithful customer for 20 years. It is just not right.....



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Cc: V. Patricelli, Billing Controls

